
SEPTEMBER 12, 2013

**AGENDA ITEM 9
INFORMATION ITEM**

SCHOLARSHARE INVESTMENT BOARD

Review of Administrative Performance for the ScholarShare Plan for Second Quarter 2013

Background

The ScholarShare Investment Board (SIB or Board) reviews the administrative performance for the ScholarShare College Savings Plan (Plan) relative to pre-established performance criteria. These administrative performance criteria (Benchmarks) serve as performance goals for customer service areas such as correspondence and customer relationships, confirmations and statements, enrollment kit processing, check processing, account processing, website, call center, tax reporting, and systems.

TIAA-CREF Tuition Financing, Inc. (TFI) has provided its quarterly administrative performance report comparing its performance during the second quarter of 2013 to the Benchmarks adopted by the Board. For the second quarter, TFI underperformed (by more than two percent) in two performance areas. The areas of underperformance during the second quarter were:

- Correspondence and Customer Relationships, Non-Financial Correspondence - Timeliness
- Enrollment Kit Processing, Enrollment Kits Mailed - Timeliness

Explanations for underperformance in these areas are included in the memo provided by TFI.

Presenter

Laura Moewe, Director, TIAA-CREF Tuition Financing, Inc.